

Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Amend claims 1, 9, 13, 18, 19, 21, 28-36, 44, 48, 53, 54, and 56, as follows.

Add new claims 60-61 as follows.

Listing of Claims:

1 1. **(currently amended)** A method of selecting a resource for a
2 work item, comprising:
3 determining available resources that possess skills needed by the
4 work item;
5 for each of the determined resources, determining a business value
6 of having the resource service the work item, the business value being a
7 measure of qualification of the resource for servicing the work item based
8 on skills of the resource and skill requirements of the work item;
9 for each of the determined resources, determining a value to the
10 resource of servicing the work item, the value to the resource being a
11 measure of how ~~the resource is spending time compared with other~~
12 ~~resources and~~ serving the work item by the resource helps or hurts goals
13 of the individual resource, wherein the goals of the resource include per-
14 skill time-allocation goals of the resource; and
15 selecting a determined resource that has a best combined value of
16 the business value and the value to the resource, to serve the work item.

1 2. **(original)** The method of claim 1 wherein:
2 determining a business value comprises
3 determining the business value weighted by a business value
4 weight corresponding to the work item;
5 determining a value to the resource comprises
6 determining the value to the resource weighted by a resource value

7 weight corresponding to the work item; and
8 selecting comprises
9 selecting a determined resource that has a best combined value of
10 the weighted business value and the weighted value to the resource.

1 3. **(original)** The method of claim 2 wherein:
2 determining a business value comprises
3 determining a weighted business value as a product of (a) the
4 business value weight corresponding to the work item and (b) a sum of
5 products of a level of each said needed skill of the resource and a weight
6 of said needed skill of the work item; and
7 determining a value to the resource comprises
8 determining a weighted resource treatment value as a product of
9 (c) a resource treatment weight corresponding to the work item and (d) a
10 sum of products of each treatment of the resource and a weight of said
11 treatment of the resource.

1 4. **(original)** The method of claim 3 wherein:
2 the sums of products are scaled sums, and
3 the treatments are scaled treatments.

1 5. **(original)** The method of claim 4 wherein:
2 selecting comprises
3 selecting the determined resource that has a highest sum of the
4 weighted business value and the weighted resource treatment value.

1 6. **(original)** The method of claim 3 wherein:
2 the resource treatments of a resource comprise a time since the
3 resource became available and a time that the resource has not spent
4 serving work items.

1 7. **(original)** The method of claim 6 wherein:
2 the treatments of the resource further comprise a measure of an
3 effect that serving of the work item would have on a goal of the resource.

1 8. **(original)** The method of claim 7 wherein:
2 the measure of the effect comprises a difference between (a) a
3 distance of an actual allocation of worktime of the resource among skills
4 from a goal allocation of the worktime of the resource among the skills and
5 (b) a distance of an estimated allocation of the worktime of the resource
6 among the skills if the resource serves the work item from the goal
7 allocation.

1 9. **(currently amended)** A method of selecting a resource for a
2 work item, comprising:
3 determining available resources that possess skills needed by the
4 work item;
5 for each of the determined resources, determining a business value
6 comprising a sum across all skills of a product of a skill level of the
7 resource in the skill and a skill weight of the work item for the skill;
8 for each of the determined resources, determining a resource
9 treatment value, the resource treatment value being a measure of how the
10 resource is ~~spending time compared with other resources and meeting~~
11 goals of the individual resource, the resource treatment value comprising
12 a sum across all resource treatments of a product of a value of the
13 resource for the resource treatment and a weight of the work item for how
14 much weight said resource treatment has relative to others of the resource
15 treatments and how much weight the resource treatments have relative to
16 the business value; and
17 selecting a determined resource that has a best combined score of

18 its business value and its resource treatment value, to serve the work item

1 10. **(original)** The method of claim 9 wherein:
2 the resource treatments of a resource comprise a time since the
3 resource became available, a time that the resource has spent not serving
4 work items, and a measure of an effect that serving the work item would
5 have on a goal of the resource.

1 11. **(original)** The method of claim 9 wherein:
2 determining a business value comprises
3 determining a scaled business value comprising the business value
4 scaled by a first scaling factor that is common to all of the determined
5 resources;
6 determining a resource treatment value comprises
7 for each resource treatment, determining a scaled value of the
8 resource comprising the value of the resource for that resource treatment
9 scaled by a scaling factor that is common for that resource treatment to all
10 of the determined resources, and
11 determining a scaled resource treatment value comprising a sum,
12 scaled by a second scaling factor that is common to all of the determined
13 resources, across all resource treatments of a product of the scaled value
14 of the resource for the resource treatment and a weight of the work item
15 for the resource treatment; and
16 selecting comprises
17 selecting a determined resource that has a best sum of its scaled
18 business value and its scaled resource treatment value to serve the work
19 item.

1 12. **(original)** The method of claim 11 wherein:
2 each scaling factor comprises a fraction having in its denominator a

3 maximum value of the value to which said scaling factor applies of any of
4 the resources.

1 13. **(currently amended)** A method of selecting a work item for a
2 resource, comprising:

3 determining available work items that need skills possessed by the
4 resource;

5 for each of the determined work items, determining a business
6 value of having the resource service the work item, the business value
7 being a measure of qualification of the resource for servicing of the work
8 item based on skills of the resource and skill requirements of the work
9 item;

10 for each of the determined work items, determining a value to the
11 work item of being serviced by the resource, the value to the work item
12 being a measure of how the work item is ~~treated compared to other work~~
13 ~~items and treatment meeting~~ goals of the individual work item, wherein the
14 goals of the work item include how long the work item has been waiting for
15 service, how long the work item may have to wait for service, and how
16 much the work item has exceeded its target wait time; and

17 selecting a determined work item that has a best combined value of
18 the business value and the value to the work item to be served by the
19 resource.

1 14. **(original)** The method of claim 13 wherein:

2 determining business value comprises

3 determining the business value weighted by a business value
4 weight corresponding to the work item;

5 determining a value to the work item comprises

6 determining the value to the work item weighted by a work item
7 value weight corresponding to the work item; and

8 selecting comprises
9 selecting a determined work item that has a best combined value of
10 the weighted business value and the weighted value to the work item.

1 15. **(original)** The method of claim 14 wherein:
2 determining a business value comprises
3 determining a weighted business value as a product of (a) the
4 business value weight corresponding to the work item and (b) a sum of
5 products of a level of each said needed skill of the resource and a weight
6 of said needed skill of the work item; and
7 determining a value to the work item comprises
8 determining a weighted work item treatment value as a product of
9 (c) a work item treatment weight corresponding to the work item and (d) a
10 sum of products of each treatment of the work item and a weight of said
11 treatment of the work item.

1 16. **(original)** The method of claim 15 wherein:
2 the sums of products are scaled sums, and
3 the treatments are scaled treatments.

1 17. **(original)** The method of claim 16 wherein:
2 selecting comprises
3 selecting the determined work item that has a highest sum of the
4 weighted business value and the weighted work item treatment value.

1 18. **(currently amended)** The method of claim ~~15~~21 wherein:
2 the work item treatments of a work item comprise a time that the
3 work item has been waiting for service and an estimated time that the
4 work item will have to wait for service.

1 19. **(currently amended)** The method of claim 18 wherein:
2 the work item treatments of a work item further comprise a time by
3 which the work item has exceeded its target wait time.

1 20. **(original)** The method of claim 18 wherein:
2 the estimated wait time that the work item will have to wait for
3 service comprises a product of (a) a ratio of a total number of work items
4 waiting for service and an average number of work items waiting for
5 service and (b) a sum of average wait times of individual said needed
6 skills each weighted by a ratio of the weight of said individual skill and a
7 sum of the weights of the needed skills.

1 21. **(currently amended)** A method of selecting a work item for a
2 resource, comprising:
3 determining available work items that need skills possessed by the
4 resource;
5 for each of the determined work items, determining a business
6 value comprising a sum across all skills of a product of a skill level of the
7 resource in the skill and a skill weight of the work item for the skill;
8 for each of the determined work items, determining a work item
9 treatment value, the work item treatment value being a measure of how
10 the work item is ~~treated compared to other work items and treatment~~
11 meeting goals of the individual work item, the work item treatment value
12 comprising a sum across all work item treatments of a product of the value
13 of the work item for the work item treatment and a weight of the work item
14 for how much weight said work item treatment has relative to others of the
15 work item treatments and how much weight the work item treatments have
16 relative to the business value; and
17 selecting a determined work item that has a best combined score of

18 its business value and work item treatment value, to be served by the
19 resource.

1 **22. (original)** The method of claim 21 wherein:
2 the work item treatments of a work item comprise a time that the
3 work item has spent waiting to be serviced, an estimated time that the
4 item will spend waiting to be serviced, and a time by which the work item
5 has exceeded its target waiting time.

1 **23. (original)** The method of claim 21 wherein:
2 determining a business value comprises
3 determining a scaled business value comprising the business value
4 scaled by a first scaling factor that is common to all of the determined
5 work items;
6 determining a work item treatment value comprises
7 for each work item treatment, determining a scaled value of the
8 work item comprising the value of the work item for that work item
9 treatment scaled by a scaling factor that is common for that work item
10 treatment to all of the determined work items, and
11 determining a scaled work item treatment value comprising a sum,
12 scaled by a second scaling factor that is common to all of the determined
13 work items, across all work item treatments of a product of the scaled
14 value of the work item for the work item treatment and a weight of the
15 work item for the work item treatment; and
16 selecting comprises
17 selecting a determined work item that has a best sum of its scaled
18 business value and its scaled work item treatment value, to be served by
19 the resource.

1 24. **(original)** The method of claim 23 wherein:
2 each scaling factor comprises a fraction having in its denominator a
3 maximum value of the value to which said scaling factor applies of any of
4 the work items.

1 25. **(canceled)**

1 26. **(canceled)**

1 27. **(original)** An apparatus comprising a processor that executes
2 instructions to effect the method of one of claims 1-24.

1 28. **(currently amended)** An apparatus for selecting a resource
2 for a work item, comprising;
3 means for determining available resources that possess skills
4 needed by the work item;
5 means for determining, for each of the determined resources, a
6 business value of having the resource service the work item, the business
7 value being a measure of qualification of the resource for servicing the
8 work item based on skills of the resource and skill requirements of the
9 work item;
10 means for determining, for each of the determined resources, a
11 value to the resource of servicing the work item, the value to the resource
12 being a measure of how ~~the resource is spending time compared with~~
13 ~~other resources and~~ serving the work item by the resource helps or hurts
14 goals of the individual resource, wherein goals of the resource include per-
15 skill time-allocation goals of the resource; and
16 means for selecting a determined resource that has a best
17 combined value of the business value and the value to the resource, to
18 serve the work item.

1 29. **(currently amended)** An apparatus for selecting a resource
2 for a work item, comprising:
3 means for determining available resources that possess skills
4 needed by the work item;
5 means for determining, for each of the determined resources, a
6 business value comprising a sum across all skills of a product of a skill
7 level of the resource in the skill and a skill weight of the work item for the
8 skill;
9 means for determining, for each of the determined resources, a
10 resource treatment value, the resource treatment value being a measure
11 of how the resource is ~~spending time compared with other resources and~~
12 meeting goals of the individual resource, the resource treatment value
13 comprising a sum across all resource treatments of a product of a value of
14 the resource for the resource treatment and a weight of the work item for
15 how much weight said resource treatment has relative to others of the
16 resource treatments and how much weight the resource treatments have
17 relative to the business value; and
18 means for selecting a determined resource that has a best
19 combined score of its business value and its resource treatment value, to
20 serve the work item.

1 30. **(currently amended)** An apparatus for selecting a work item
2 for a resource, comprising:
3 means for determining available work items that need skills
4 possessed by the resource;
5 means for determining, for each of the determined work items, a
6 business value of having the resource service the work item, the business
7 value being a measure of qualification of the resource for servicing the
8 work item based on skills of the resource and skill requirements of the

9 work item;

10 means for determining, for each of the determined work items, a
11 value to the work item of being serviced by the resource, the value to the
12 work item being a measure of how the work item is ~~treated compared to~~
13 ~~other work items and treatment~~ meeting goals of the individual work item,
14 wherein the goals of the work item include how long the work item has
15 been waiting for service, how long the work item may have to wait for
16 service, and how much the work item has exceeded its target wait time;
17 and

18 means for selecting a determined work item that has a best
19 combined value of the business value and the value to the work item to be
20 served by the resource.

1 31. **(currently amended)** An apparatus for selecting a work item
2 for a resource, comprising:

3 means for determining available work items that need skills
4 possessed by the resource;

5 means for determining, for each of the determined work items, a
6 business value comprising a sum across all skills of a product of a skill
7 level of the resource in the skill and a skill weight of the work item for the
8 skill;

9 means for determining, for each of the determined work items, a
10 work item treatment value, the work item treatment value being a measure
11 of how the work item is ~~treated compared to other work items and~~
12 ~~treatment~~ meeting goals of the individual work item, the work item
13 treatment value comprising a sum across all work item treatments of a
14 product of the value of the work item for the work item treatment and a
15 weight of the work item for how much weight said work item treatment has
16 relative to other work item treatments and how much weight the work item
17 treatments have relative to the business value; and

18 means for selecting a determined work item that has a best
19 combined score of its business value and work item treatment value, to be
20 served by the resource.

1 32. **(currently amended)** An arrangement for selecting a resource
2 for a work item, comprising;
3 an effector of determining available resources that possess skills
4 needed by the work item;
5 an effector of determining, for each of the determined resources, a
6 business value of having the resource service the work item, the business
7 value being a measure of qualification of the resource for servicing the
8 work item based on skills of the resource and skill requirements of the
9 work item;
10 an effector of determining, for each of the determined resources, a
11 value to the resource of servicing the work item, the value to the resource
12 being a measure of how ~~the resource is spending time compared with~~
13 ~~other resources and~~ serving the work item by the resource helps or hurts
14 goals of the individual resource, wherein the goals of the resource include
15 per-skill time-allocation goals of the resource; and
16 an effector of selecting a determined resource that has a best
17 combined value of the business value and the value to the resource, to
18 serve the work item.

1 33. **(currently amended)** An arrangement for selecting a resource
2 for a work item, comprising:
3 an effector of determining available resources that possess skills
4 needed by the work item;
5 an effector of determining, for each of the determined resources, a
6 business value comprising a sum across all skills of a product of a skill
7 level of the resource in the skill and a skill weight of the work item for the

8 skill;

9 an effector of determining, for each of the determined resources, a
10 resource treatment value, the resource treatment value being a measure
11 of how the resource is ~~spending time compared with other resources and~~
12 meeting goals of the individual resource, the resource treatment value
13 comprising a sum across all resource treatments of a product of a value of
14 the resource for the resource treatment and a weight of the work item for
15 how much weight said resource treatment has relative to others of the
16 resource treatments and how much weight the resource treatments have
17 relative to the business value; and

18 an effector of selecting a determined resource that has a best
19 combined score of its business value and its resource treatment value, to
20 serve the work item.

1 34. **(currently amended)** An arrangement for selecting a work
2 item for a resource, comprising:

3 an effector of determining available work items that need skills
4 possessed by the resource;

5 an effector of determining, for each of the determined work items, a
6 business value of having the resource service the work item, the business
7 value being a measure of qualification of the resource for servicing the
8 work item based on skills of the resource and skill requirements of the
9 work item;

10 an effector of determining, for each of the determined work items, a
11 value to the work item of being serviced by the resource, the value to the
12 work item being a measure of how the work item is ~~treated compared to~~
13 ~~other work items and treatment~~ meeting goals of the individual work item,
14 wherein the goals of the work item include how long the work item has
15 been waiting for service, how long the work item may have to wait for
16 service, and how much the work item has exceeded its target wait time;

17 and
18 an effector of selecting a determined work item that has a best
19 combined value of the business value and the value to the work item to be
20 served by the resource.

1 35. **(currently amended)** An arrangement for selecting a work
2 item for a resource, comprising:
3 an effector of determining available work items that need skills
4 possessed by the resource;
5 an effector of determining, for each of the determined work items, a
6 business value comprising a sum across all skills of a product of a skill
7 level of the resource in the skill and a skill weight of the work item for the
8 skill;
9 an effector of determining, for each of the determined work items, a
10 work item treatment value, the work item treatment value being a measure
11 of how the work item is ~~treated compared to other work items and~~
12 ~~treatment-meeting~~ goals of the individual work item, the work item
13 treatment value comprising a sum across all work item treatments of a
14 product of the value of the work item for the work item treatment and a
15 weight of the work item for how much weight said work item treatment has
16 relative to others of the work item treatments and how much weight the
17 work item treatments have relative to the business value; and
18 an effector of selecting a determined work item that has a best
19 combined score of its business value and work item treatment value, to be
20 served by the resource.

1 36. **(currently amended)** A computer-readable medium
2 containing instructions which, when executed in a computer, cause the
3 computer to perform selection of a resource for a work item, comprising:
4 determining available resources that possess skills needed by the

5 work item;
6 for each of the determined resources, determining a business value
7 of having the resource service the work item, the business value being a
8 measure of qualification of the resource for servicing the work item based
9 on skills of the resource and skill requirements of the work item;
10 for each of the determined resources, determining a value to the
11 resource of servicing the work item, the value to the resource being a
12 measure of how ~~the resource is spending time compared with other~~
13 ~~resources and serving the work item by the resource helps or hurts goals~~
14 of the individual resource, wherein the goals of the resource include per-
15 skill time-allocation goals of the resource; and
16 selecting a determined resource that has a best combined value of
17 the business value and the value to the resource, to serve the work item.

1 37. **(original)** The medium of claim 36 wherein:
2 determining a business value comprises
3 determining the business value weighted by a business value
4 weight corresponding to the work item;
5 determining a value to the resource comprises
6 determining the value to the resource weighted by a resource value
7 weight corresponding to the work item; and
8 selecting comprises
9 selecting a determined resource that has a best combined value of
10 the weighted business value and the weighted value to the resource.

1 38. **(original)** The medium of claim 37 wherein:
2 determining a business value comprises
3 determining a weighted business value as a product of (a) the
4 business value weight corresponding to the work item and (b) a sum of
5 products of a level of each said needed skill of the resource and a weight

6 of said needed skill of the work item; and
7 determining a value to the resource comprises
8 determining a weighted resource treatment value as a product of
9 (c) a resource treatment weight corresponding to the work item and (d) a
10 sum of products of each treatment of the resource and a weight of said
11 treatment of the resource.

1 39. **(original)** The medium of claim 38 wherein:
2 the sums of products are scaled sums, and
3 the treatments are scaled treatments.

1 40. **(original)** The medium of claim 39 wherein:
2 selecting comprises
3 selecting the determined resource that has a highest sum of the
4 weighted business value and the weighted resource treatment value.

1 41. **(original)** The medium of claim 38 wherein:
2 the resource treatments of a resource comprise a time since the
3 resource became available and a time that the resource has not spent
4 serving work items.

1 42. **(original)** The medium of claim 41 wherein:
2 the treatments of the resource further comprise a measure of an
3 effect that serving of the work item would have on a goal of the resource.

1 43. **(original)** The medium of claim 42 wherein:
2 the measure of the effect comprises a difference between (a) a
3 distance of an actual allocation of worktime of the resource among skills
4 from a goal allocation of the worktime of the resource among the skills and

5 (b) a distance of an estimated allocation of the worktime of the resource
6 among the skills if the resource serves the work item from the goal
7 allocation.

1 **44. (currently amended)** A computer-readable medium
2 containing instructions which, when executed in a computer, cause the
3 computer to perform selection of a resource for a work item, comprising:
4 determining available resources that possess skills needed by the
5 work item;
6 for each of the determined resources, determining a business value
7 comprising a sum across all skills of a product of a skill level of the
8 resource in the skill and a skill weight of the work item for the skill;
9 for each of the determined resources, determining a resource
10 treatment value, the resource treatment value being a measure of how the
11 resource is ~~spending time compared with other resources and meeting~~
12 goals of the individual resource, the resource treatment value comprising
13 a sum across all resource treatments of a product of a value of the
14 resource for the resource treatment and a weight of the work item for how
15 much weight said resource treatment has relative to others of the resource
16 treatments and how much weight the resource treatments have relative to
17 the business value; and
18 selecting a determined resource that has a best combined score of
19 its business value and its resource treatment value, to serve the work
20 item.

1 **45. (original)** The medium of claim 44 wherein:
2 the resource treatments of a resource comprise a time since the
3 resource became available, a time that the resource has spent not serving
4 work items, and a measure of an effect that serving the work item would
5 have on a goal of the resource.

1 46. **(original)** The medium of claim 44 wherein:
2 determining a business value comprises
3 determining a scaled business value comprising the business value
4 scaled by a first scaling factor that is common to all of the determined
5 resources;
6 determining a resource treatment value comprises
7 for each resource treatment, determining a scaled value of the
8 resource comprising the value of the resource for that resource treatment
9 scaled by a scaling factor that is common for that resource treatment to all
10 of the determined resources, and
11 determining a scaled resource treatment value comprising a sum,
12 scaled by a second scaling factor that is common to all of the determined
13 resources, across all resource treatments of a product of the scaled value
14 of the resource for the resource treatment and a weight of the work item
15 for the resource treatment; and
16 selecting comprises
17 selecting a determined resource that has a best sum of its scaled
18 business value and its scaled resource treatment value to serve the work
19 item.

1 47. **(original)** The medium of claim 46 wherein:
2 each scaling factor comprises a fraction having in its denominator a
3 maximum value of the value to which said scaling factor applies of any of
4 the resources.

1 48. **(currently amended)** A computer-readable medium
2 containing instructions which, when executed in a computer, cause the
3 computer to perform selection of a work item for a resource, comprising:
4 determining available work items that need skills possessed by the

5 resource;
6 for each of the determined work items, determining a business
7 value of having the resource service the work item, the business value
8 being a measure of qualification of the resource for servicing of the work
9 item based on skills of the resource and skill requirements of the work
10 item;
11 for each of the determined work items, determining a value to the
12 work item of being serviced by the resource, the value to the work item
13 being a measure of how the work item is ~~treated compared to other work~~
14 ~~items and treatment meeting~~ goals of the individual work item, wherein the
15 goals of the work item include how long the work item has been waiting for
16 service, how long the work item may have to wait for service, and how
17 much the work item has exceeded its target wait time; and
18 selecting a determined work item that has a best combined value of
19 the business value and the value to the work item to be served by the
20 resource.

1 49. **(original)** The medium of claim 48 wherein:
2 determining business value comprises
3 determining the business value weighted by a business value
4 weight corresponding to the work item;
5 determining a value to the work item comprises
6 determining the value to the work item weighted by a work item
7 value weight corresponding to the work item; and
8 selecting comprises
9 selecting a determined work item that has a best combined value of
10 the weighted business value and the weighted value to the work item.

1 50. **(original)** The medium of claim 49 wherein:
2 determining a business value comprises

3 determining a weighted business value as a product of (a) the
4 business value weight corresponding to the work item and (b) a sum of
5 products of a level of each said needed skill of the resource and a weight
6 of said needed skill of the work item; and
7 determining a value to the work item comprises
8 determining a weighted work item treatment value as a product of
9 (c) a work item treatment weight corresponding to the work item and (d) a
10 sum of products of each treatment of the work item and a weight of said
11 treatment of the work item.

1 51. **(original)** The medium of claim 50 wherein:
2 the sums of products are scaled sums, and
3 the treatments are scaled treatments.

1 52. **(original)** The medium of claim 51 wherein:
2 selecting comprises
3 selecting the determined work item that has a highest sum of the
4 weighted business value and the weighted work item treatment value.

1 53. **(currently amended)** The medium of claim ~~50~~56 wherein:
2 the work item treatments of a work item comprise a time that the
3 work item has been waiting for service and an estimated time that the
4 work item will have to wait for service.

1 54. **(currently amended)** The medium of claim 53 wherein:
2 the work item treatments of a work item further comprise a time by
3 which the work item has exceeded its target wait time.

1 **55. (original)** The medium of claim 53 wherein:
2 the estimated wait time that the work item will have to wait for
3 service comprises a product of (a) a ratio of a total number of work items
4 waiting for service and an average number of work items waiting for
5 service and (b) a sum of average wait times of individual said needed
6 skills each weighted by a ratio of the weight of said individual skill and a
7 sum of the weights of the needed skills.

1 **56. (currently amended)** A computer-readable medium
2 containing instructions which, when executed in a computer, cause the
3 computer to perform a selection of a work item for a resource, comprising:
4 determining available work items that need skills possessed by the
5 resource;
6 for each of the determined work items, determining a business
7 value comprising a sum across all skills of a product of a skill level of the
8 resource in the skill and a skill weight of the work item for the skill;
9 for each of the determined work items, determining a work item
10 treatment value, the work item treatment value being a measure of how
11 the work item is ~~treated compared to other work items and treatment~~
12 meeting goals of the individual work item, the work item treatment value
13 comprising a sum across all work item treatments of a product of the value
14 of the work item for the work item treatment and a weight of the work item
15 for how much weight said work item treatment has relative to others of the
16 work item treatments and how much weight the work item treatments have
17 relative to the business value; and
18 selecting a determined work item that has a best combined score of
19 its business value and work item treatment value, to be served by the
20 resource.

1 **57. (original)** The medium of claim 56 wherein:
2 the work item treatments of a work item comprise a time that the
3 work item has spent waiting to be serviced, an estimated time that the
4 item will spend waiting to be serviced, and a time by which the work item
5 has exceeded its target waiting time.

1 **58. (original)** The medium of claim 56 wherein:
2 determining a business value comprises
3 determining a scaled business value comprising the business value
4 scaled by a first scaling factor that is common to all of the determined
5 work items;
6 determining a work item treatment value comprises
7 for each work item treatment, determining a scaled value of the
8 work item comprising the value of the work item for that work item
9 treatment scaled by a scaling factor that is common for that work item
10 treatment to all of the determined work items, and
11 determining a scaled work item treatment value comprising a sum,
12 scaled by a second scaling factor that is common to all of the determined
13 work items, across all work item treatments of a product of the scaled
14 value of the work item for the work item treatment and a weight of the
15 work item for the work item treatment; and
16 selecting comprises
17 selecting a determined work item that has a best sum of its scaled
18 business value and its scaled work item treatment value, to be served by
19 the resource.

1 **59. (original)** The medium of claim 58 wherein:
2 each scaling factor comprises a fraction having in its denominator a
3 maximum value of the value to which said scaling factor applies of any of
4 the work items.

1 60. (new) A method of selecting a work item for a resource,
2 comprising:
3 determining available work items that need skills possessed by the
4 resource;
5 for each of the determined work items, determining a weighted
6 business value of having the resource service the work item, as a product
7 of (a) the business value weight corresponding to the work item and (b) a
8 sum of products of a level of each said needed skill of the resource and a
9 weight of said needed skill of the work item, the business value being a
10 measure of qualification of the resource for servicing of the work item
11 based on skills of the resource and skill requirements of the work item;
12 for each of the determined work items, determining a weighted
13 value to the work item of being serviced by the resource, as a product of
14 (c) a work item treatment weight corresponding to the work item and (d) a
15 sum of products of each treatment of the work item and a weight of said
16 treatment of the work item, the value to the work item being a measure of
17 how the work item is treated compared to other work items and treatment
18 goals of the individual work item and comprising a time that the work item
19 has been waiting for service, a time by which the work item has exceeded
20 its target wait time, and an estimated time that the work item will have to
21 wait for service comprising a product of (e) a ratio of a total number of
22 work items waiting for service and an average number of work items
23 waiting for service and (f) a sum of average wait times of individual said
24 needed skills each weighted by a ratio of the weight of said individual skill
25 and a sum of the weights of the needed skills; and
26 selecting a determined work item that has a best combined value of
27 the weighted business value and the weighted value to the work item to be
28 served by the resource.

1 61. **(new)** A computer-readable medium containing instructions
2 which, when executed in a computer, cause the computer to perform
3 selection of a work item for a resource, comprising:
4 determining available work items that need skills possessed by the
5 resource;
6 for each of the determined work items, determining a weighted
7 business value of having the resource service the work item, as a product
8 of (a) the business value weight corresponding to the work item and (b) a
9 sum of products of a level of each said needed skill of the resource and a
10 weight of said needed skill of the work item, the business value being a
11 measure of qualification of the resource for servicing of the work item
12 based on skills of the resource and skill requirements of the work item;
13 for each of the determined work items, determining a value to the
14 work item of being serviced by the resource, as a product of (c) a work
15 item treatment weight corresponding to the work item and (d) a sum of
16 products of each treatment of the work item and a weight of said treatment
17 of the work item, the value to the work item being a measure of how the
18 work item is treated compared to other work items and treatment goals of
19 the individual work item and comprising a time that the work item has
20 been waiting for service, a time by which the work item has exceeded its
21 target wait time, and an estimated time that the work item will have to wait
22 for service comprising a product of (e) a ratio of a total number of work
23 items waiting for service and an average number of work items waiting for
24 service and (f) a sum of average wait times of individual said needed skills
25 each weighted by a ratio of the weight of said individual skill and a sum of
26 the weights of the needed skills; and
27 selecting a determined work item that has a best combined value of
28 the weighted business value and the weighted value to the work item to be
29 served by the resource.